

<b>Title</b>	CDRL Sign language service
<b>Date</b>	January 2024
<b>Owner</b>	KHL
<b>Review date</b>	January 2026
<b>Publication status</b>	External and Internal

### **Accessibility – Sign Language Service**

Complainants can access the InterpretersLive! British Sign Language service, provided by Sign Solutions, via a link on the 'Meeting your needs' (Accessibility) page of our website.

Complainants will be connected to a Sign Solutions interpreter, who will relay the call directly to us. They must have a computer with a webcam and a broadband connection. The service is available to complainants Monday to Friday, 9am - 5pm.

### **Receiving a call**

The call will be received like a normal telephone call. The interpreter will speak on behalf of the deaf complainant and introduce them in the first person. E.g. My name is Joe Bloggs (deaf complainant) and I am talking to you via a sign language interpreter.

You must:

- Speak clearly and normally.
- Speak to the complainant, not the interpreter.
- Be patient as there will be some delays to allow for the interpretation time.
- Hang up as normal at the end of the call. The time will be automatically recorded.

### **Initiating a call**

To call a deaf complainant, the staff member must contact Sign Solutions on 0843 178 0773 or [office@signsolutions.uk.com](mailto:office@signsolutions.uk.com) in advance of the call. They must then provide Sign Solutions with the phone number they want to be contacted on and the email address of the deaf complainant. They then need to arrange a date and time when they and the deaf complainant are available.

### **Case handlers actions:**

If a member of your team uses the BSL service, you should log the details on Portal so others who may pick up the case either when you absent, on leaver or just a general enquiry can visibly see that the complainant has engaged with us via the service and makes them aware that the use of the service may be required to communicate with the complainant or respond to their enquiry.